

## PERFORMANCE MANAGEMENT SYSTEMS

- 1. REASON FOR ISSUE:** To revise Department of Veterans Affairs (VA) policy regarding performance management systems.
- 2. SUMMARY OF CONTENTS/MAJOR CHANGES:** This directive contains Department-wide policy on VA's title 5 performance appraisal program and title 38 proficiency rating system. The pages in this issuance replace the corresponding page numbers in VA Directive 5013. Revised text is contained in [brackets]. These changes will be incorporated into the electronic version of VA Directive 5013 that is maintained on the [Office of Human Resources Management Web site](#). This revision requires employee performance to be linked to the overall strategic goals of VA.
- 3. RESPONSIBLE OFFICE:** The Employee Relations and Performance Management Service (051), Office of the Deputy Assistant Secretary for Human Resources Management.
- 4. RELATED HANDBOOK:** VA Handbook 5013, Performance Management Systems.
- 5. RESCISSIONS:** None

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY  
OF VETERANS AFFAIRS:**

/s/  
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/s/  
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**PERFORMANCE MANAGEMENT SYSTEMS**

**1. PURPOSE.** This directive establishes VA's performance appraisal policy for both title 5 and title 38 employees. Procedures for implementing the policies in this directive are located in VA Handbook 5013. VA's performance management system (appendix I-A of this handbook) was approved by the Office of Personnel Management on May 6, 1996. It provides the framework for developing separate title 5 intra-agency performance management programs. The performance appraisal policy for employees in the Senior Executive Service is covered in VA Directive and Handbook 5027.

**2. POLICY****a. Title 5 Performance Appraisal Program**

(1) Performance appraisal will be effectively used in achieving the mission of VA to serve America's veterans and their families. In supporting a results-based and customer-oriented environment, performance appraisal provides an ideal mechanism for communicating and clarifying [VA's overall strategic goals as well as] organizational goals to employees and linking individual appraisal and performance to achievement of [VA's overall strategic goals as well as] organizational goals. A decentralized, flexible appraisal system will be used to improve individual and organizational performance and improve and enhance the quality of service delivered to veterans and their families.

(2) Through a strategic management process, goals will be established, measured, and monitored in a systematic manner. This permits VA organizations to design specific appraisal programs and procedures that meet their respective needs and cultures. The results of performance appraisal may be used as the basis for recognizing and rewarding accomplishments, identifying developmental needs, and recommending appropriate personnel actions.

(3) VA's appraisal system supports achievement of [VA's overall strategic goals as well as] organizational goals. To that end, managers and employees, at all levels, must be held accountable for achieving desired outcomes. The success of this system and each organization's performance appraisal program established under it will be judged by the extent to which they:

(a) Link employee performance to the achievement of VA's [overall strategic goals as well as] organizational goals and objectives.

(b) Encourage employee and employee representative participation in the development and operation of the system and programs.

(c) Ensure the inclusion of customer service goals and standards in all individual performance appraisal plans.

(d) Provide for the continued performance improvement of the organization and its employees and assistance to employees in improving unacceptable performance.

(e) Recognize and reward organizational/team and individual performance accomplishments.